

This report outlines the results of the public consultation on the Draft Adult Social Care Strategy. This public consultation was undertaken between the dates 6th June 2023 and 30th July 2023.

The Consultation sought the public's views on the draft Adult Social Care Strategy. It was hosted on the Council's website and in person engagement events were hosted by Healthwatch Torbay.

It was a pleasure to speak to people about their experiences and the Council sincerely thanks everyone who has taken their time to feedback through the focus groups, meetings or the online survey.

### 1. Executive Summary

1. 99 responses were received via the online survey on the Council's website.
2. A further 70 people took part in the joint focus groups with Healthwatch and the Council.
3. Several other engagement and feedback meetings have also been held with key people in Torbay and South Devon NHS Foundation Trust.
4. As can be seen from the Torbay Council website results, there is good support from those people who have responded to the survey for the Adult Social Care Strategy. Most people (62.5 %) think that that the overall priorities in the strategy are the right ones to help meet the Adult Social Care vision. In addition, people strongly agreed or agreed with each of the three priorities within the strategy;
  - Helping people to live well and independently (84.5%)
  - Helping people to regain their independence (84.3%)
  - Helping people with care and support needs to live independently, safely and with choice and control. (84.3%)
5. Most people (58.9%) also felt that the strategy effectively describes the next steps for Torbay's Adult Social Care story. 66% of people thought that the strategy makes sense and is easy to understand.
6. The Healthwatch report also describes broad support for the strategy with the overall response being positive, with participants feeling it was a good approach, particularly with the focus on listening to those who are at the centre of service provision.
7. In summary there is good support for the strategy and the priorities within it.
8. A number of changes have been made to the Adult Social Care Strategy which reflect the feedback received.

## **2. Background**

- 2.1 The Draft Adult Social Care Strategy outlines how we can work together to deliver improved adult social care services for residents in Torbay. It builds upon the pioneering integrated care journey for health and social care, which started in Torbay in 2005. More recently we have focussed on developing an integrated care model that puts a strengths-based approach at its heart; focussing on what matters most to people. This model provides joined up services, a fully integrated health and social care system, delivering a person-centred approach and building on wider community support around people.
- 2.2 The Strategy builds upon the work that was started with the National Development Team for Inclusion in 2018 and our voluntary and community sector partners, who have delivered a 'new front door' to adult social care with an emphasis on making the most of individual and community resources.
- 2.3 The Council sought the public's view on the draft Adult Social Care Strategy on its public website.
- 2.4 In addition, the Council worked with Healthwatch to run several engagement and consultation sessions. A session was held by Torbay Council at Paignton library open day to promote the live consultation. The consultation was also heavily promoted across Torbay Council and Healthwatch networks and social media and local newsletters. Engagement and consultation sessions were also held with social care staff at Torbay and South Devon NHS Foundation trust and Torbay council Commissioning team and Public Health and Torbay and South Devon NHS Foundation Trust.
- 2.5 The public consultation included a survey and a report from Healthwatch covering feedback from the consultation events.

## **3.0 Results**

- 3.1 This section summaries the results of the Council survey, feedback from Torbay and South Devon NHS Foundation Trust and the joint public consultation sessions held by Torbay Council and Healthwatch.
- 3.2 The Council survey received 99 responses.
- 3.3 This section of the report focuses on the responses to each of the 10 questions asked in the survey.
- 3.4 Question 1 asked why the adult Social Care Strategy is of interest to you. The results showed that most responses were from someone that works in Health or Adult Social Care (32), closely followed by other (24) which includes parents, residents, social enterprise and then Carers (20).

1. Please tell us why the Adult Social Care Strategy is of interest to you. Are you (please tick one):

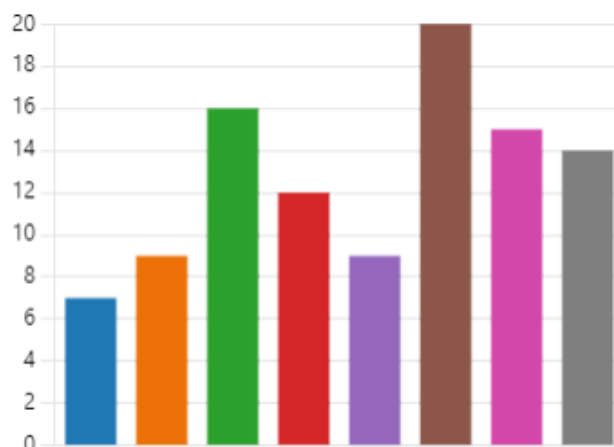
- Someone who uses Adult Social... 11
- Someone who works in Health ... 32
- A Carer for someone who uses ... 20
- Other 24



Question 2 asked about if you use or had used Adult social Care services. There was a spread of responses across adult social care services which included 20 receiving carers services, 16 receiving Domiciliary Care/Personal Assistants, 15 receiving Equipment or Tech. other 14 which included Mental Health services, 12 from people who received Day Care, 9 in Supported Living or Extra Care and 9 receiving Respite Care and 7 in Care Homes.

2. If you use or have used Adult Social Care Services, please can you specify which ones (tick all that apply).

- Care Home 7
- Supported Living/ Extra Care 9
- Domiciliary Care/ Personal Assis... 16
- Day Care 12
- Respite Care 9
- Carers Services 20
- Equipment/ Tech 15
- Other 14



Question 3 asked if people agreed that the overall priorities in the in the strategy would help us meet our vision 'Thriving communities where people can prosper'. Most people agreed that the priorities would meet the vision (62.5%) with only 15.6% of people disagreeing.

3. Do you agree that the overall priorities we have identified in the Strategy will help us meet our vision? We ask how you feel about the individual priorities in the following three questions. Tick one option.

<span style="color: blue;">●</span> Strongly agree	18
<span style="color: orange;">●</span> Agree	42
<span style="color: green;">●</span> Don't know	21
<span style="color: red;">●</span> Disagree	12
<span style="color: purple;">●</span> Strongly disagree	3



3.5 The next set of questions ask about the three priorities in the strategy and the extent to which they agree with them.

Question 4 asks about priority one: Helping people to live well and independently. 89.6% of people strongly agreed or agreed that this priority would help meet our vision. Only 8.3% disagreed or strongly disagreed.

4. Our first priority in the Strategy is: Helping people to live well and independently. Do you (please tick one).

<span style="color: blue;">●</span> Strongly agree	54
<span style="color: orange;">●</span> Agree	32
<span style="color: green;">●</span> Don't know	2
<span style="color: red;">●</span> Disagree	7
<span style="color: purple;">●</span> Strongly disagree	1



Question 5 asks about the second priority in the strategy: Helping people to regain their independence. 84.5% of people strongly agreed or agreed with this priority and only 9.3% of people disagreed.

5. Our second priority in the Strategy is Helping people to regain their independence. Do you (please tick one)

<span style="color: blue;">●</span> Strongly agree	55
<span style="color: orange;">●</span> Agree	27
<span style="color: green;">●</span> Don't know	6
<span style="color: red;">●</span> Disagree	9
<span style="color: purple;">●</span> Strongly disagree	0



Question 6 asks about the third priority which is helping people with care and support needs to live independently, safely and with choice and control. 84.3% of people said that they strongly agreed or agreed with this priority and 9.5% of people disagreed or strongly disagreed.

6. Our third priority in the Strategy is Helping people with care and support needs to live independently, safely and with choice and control. Do you (please tick one)

<span style="color: blue;">●</span> Strongly agree	52
<span style="color: orange;">●</span> Agree	28
<span style="color: green;">●</span> Don't know	6
<span style="color: red;">●</span> Disagree	8
<span style="color: purple;">●</span> Strongly disagree	1



Question 7 asks if the strategy effectively describes the next steps on Torbay's Adult Social Care story? 58.9% of people strongly agreed or agreed that it did, 26.3% of people didn't know and 14.7% disagreed or strongly disagreed.

7. Do you agree that the Strategy effectively describes the next steps on Torbay's Adult Social Care story? Tick one option.

<span style="color: blue;">●</span> Strongly agree	16
<span style="color: orange;">●</span> Agree	40
<span style="color: green;">●</span> Don't know	25
<span style="color: red;">●</span> Disagree	9
<span style="color: purple;">●</span> Strongly disagree	5



Question 8 asks if the strategy makes sense and is easy to understand? 66% of people thought it was, 10.6% didn't know and 23.4% disagreed or strongly disagreed.

8. Do you agree that the Strategy makes sense and is easy to understand? Tick one option.

● Strongly agree	9
● Agree	53
● Don't know	10
● Disagree	19
● Strongly disagree	3



Question 9 asked if the strategy focuses on the right things. 65.3% of people said that they agreed that it did focus on the right things, 16.8% of people didn't know and 16.8% of people disagreed or strongly disagreed.

9. Do you agree that the Strategy focuses on the right things? Tick one option.

● Strongly agree	12
● Agree	51
● Don't know	16
● Disagree	12
● Strongly disagree	4



Question 10 asked is there anything missing from the strategy that you would like us to consider? There were 64 responses to this and the wordle below summarises these.

17 respondents (29%) answered **strategy** for this question.



Some of the more specific comments relate to the descriptions used for people with Learning Disabilities and making sure this is inclusive. A recognition that not everyone will be able to be fully independent because of the complexity of their needs. Ensuring that transitions between children and adult services are included as well as making sure the language used is as clear as possible. People were also very keen to understand how the strategy would be achieved.

3.5 This next section describes the gender identify, age, ethnicity, employment status and disability status of the people who have responded to the survey.

Question 11 asks about the gender identity with most respondents identifying as female (73%) and 22% identifying as male and 5.2% preferring not to say.

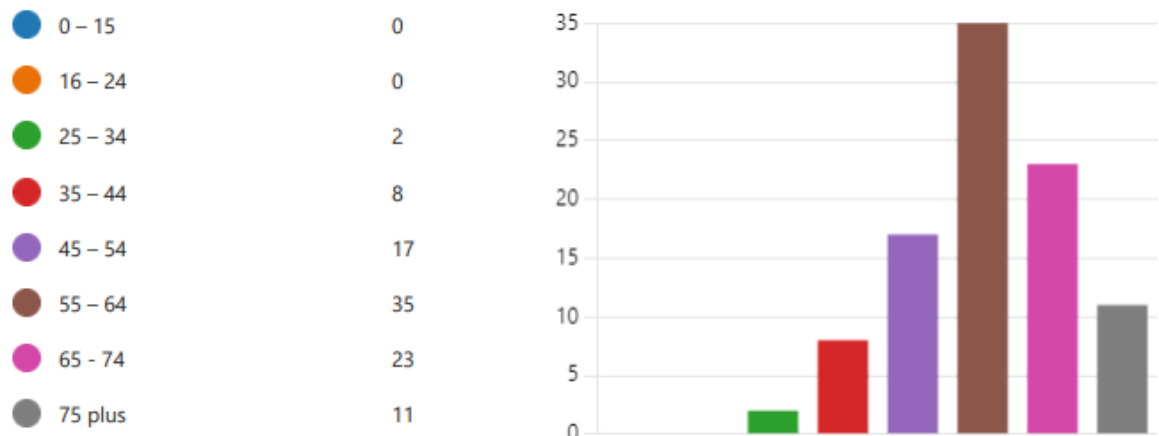
11. Which of the following options best describes how you think of your gender identity? Tick one only

Female	70
Male	21
In another way	0
Prefer not to say	5



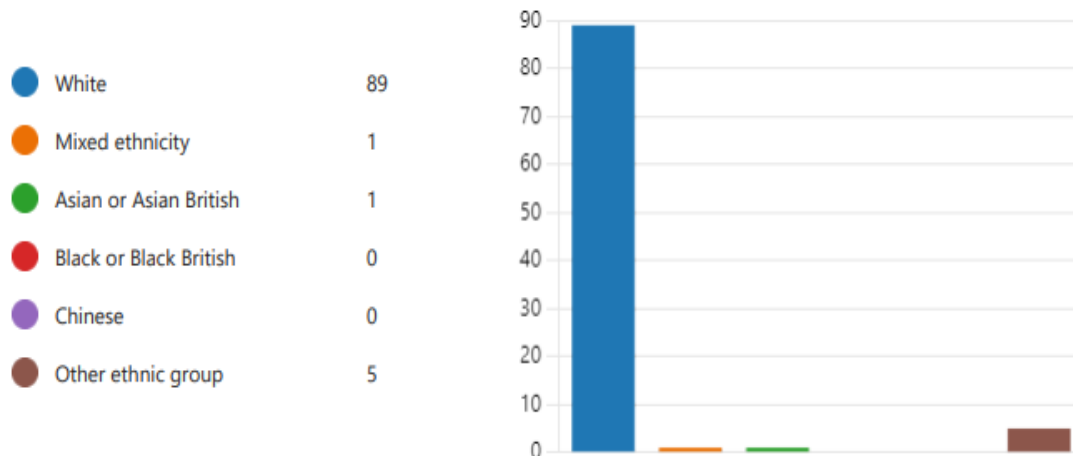
Question 12 asks which age groups apply to you? No one aged 24 and under responded to the survey. 36.5% were aged 55- 64, 24% were aged 65- 74 and 11.5% were aged 75 years or older.

12. Which of the following age groups applies to you? Tick one only



Question 13 asked about the respondent's ethnic background. The majority of people said that they were white (89 people) with 1 person of mixed ethnicity, 1 person of Asian or Asian British identity and 5 of other ethnic group.

13. Which of the following best describes your ethnic background? Tick one only

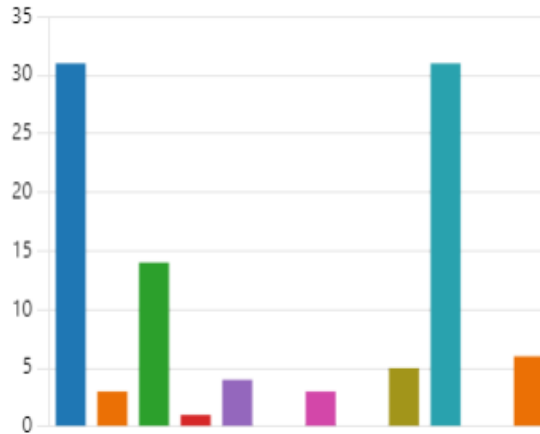


Question 14 asked about the respondent's employment status and the largest groups were those working full time in Torbay (n 31) and those retired (n 31).



14. Employment Status - Tick one only

● Working full-time in Torbay	31
● Working full-time elsewhere in ...	3
● Working part-time in Torbay	14
● Working part-time elsewhere in ...	1
● Self-employed – full - or part-ti...	4
● Student	0
● Looking after Family/Home	3
● Temporary Sick	0
● Long-Term Sick	5
● Retired	31
● Unemployed	0
● Other	6



Question 15 asked if the respondents considered themselves to be disabled in any way. 56 (58%) people did not consider themselves to have a disability and 40 (42%) people did consider themselves to be disabled.

15. Do you consider yourself to be disabled in any way? Tick one only

● Yes	40
● No	56



Question 16 asked for those people that considered themselves disabled in any way, how it affects them. 21 (53%) people said it affected their mobility, 12 (30%) reported other, which included mental health issues and neurodiversity and 6 (15%) reported it affected their hearing and 1 (3%) said it affected their vision.

16. If you answered "Yes", please tell us how it affects you. Tick as many as apply

● It affects my mobility	21
● It affects my vision	1
● It affects my hearing	6
● Other	12



#### 4. Feedback from Torbay and South Devon NHS Foundation Trust

There was support for the strategy and agreement in relation to the context and integrated nature of our journey and provision along with the vision and priorities. TSDFT focussed on strengthening the recognition of our integrated approach and codesign to delivery. Also, agreement to develop a joint delivery and transformation plan as one of the next steps.

#### 5 Consultation and engagement events with Torbay Council and Healthwatch

5.1 There were 6 focus groups with 70 people across Torbay held jointly with Torbay Council and Healthwatch over 11<sup>th</sup> July to 2023 and 26<sup>th</sup> July 2023. This was with the aim to hear views from across Torbay on the Strategy. The groups participating included four Carers groups, the Torbay Deaf Club, and the Be Well Group run by Step One Charity. The detailed report is attached in appendix 1.

5.2 In addition the Council survey was promoted via the Healthwatch Torbay website, social media accounts and biweekly Email bulletin and in paper format.

5.3 The overall response to the strategy was positive with participants feeling it was a good approach, particularly with the focus on listening to those who are at the centre of service provision.

5.4 In addition the open discussion in each focus group also elicited a greater depth of information which has been collated under 4 headings:

- Information
- Communication
- Access to services
- Financial

The details contained in the report will be discussed and reviewed within the Quality Subgroup as part of the joint governance and partnership arrangements between the

Council and Torbay and South Devon NHS Foundation Trust to help shape and develop the transformation and delivery plan.

## 6. Analysis

6.1 The consultation received 99 responses on the website and the public consultation events reached 70 people. There were responses from people who were receiving a broad range of social care services. In terms of demographics three quarters of the respondents were female. Respondents did not come from people under 24 or from broad ethnic diverse groups. Equal amounts of respondents were working full time in Torbay (n 31) and retired (n 31). In terms of disability, 58% of the respondents did not consider themselves to be disabled in any way and 42% did consider themselves to be disabled. For those that considered themselves to be disabled most reported in affected their mobility (n 21).

As can be seen from the Torbay Council website results, there is good support from those people who have responded to the survey for the Adult Social Care Strategy. Most people (62.5 %) think that that the overall priorities in the strategy are the right ones to help meet the Adult Social Care vision. In addition, people strongly agreed or agreed with each of the three priorities within the strategy:

- Helping people to live well and independently (84.5%)
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Most people (58.9%) also felt that the strategy effectively describes the next steps for Torbay's Adult Social Care story. 66% of people thought that the strategy makes sense and is easy to understand.

The Healthwatch report also describes broad support for the strategy with the overall response being positive, with participants feeling it was a good approach, particularly with the focus on listening to those who are at the centre of service provision.

In summary there is good support for the strategy and the priorities within it.

7 What has been changed in the strategy because of the consultation?

7.1 The strategy now more clearly articulates the nature of the joint arrangements for adult social care with the partnership approach between the Council and Torbay and South Devon NHS Foundation Trust. The strategy has been refreshed to articulate high level priorities, including those of the Integrated Care Board and therefore enables the development of a transformation and delivery plan as part of the next

steps. In addition, a number of responses from the online Council survey asked about an action plan.

- 7.2 Feedback received suggested that some more simple explanations for some of the terms in the document would be useful and so this has been added for Direct Payments, Supported Living and Extra Care.
- 7.3 The descriptions for people with Learning Disabilities have been made more inclusive. Whilst the priority of independence remains supported it has been broadened to include people being supported to be as independent as possible, recognising that not everyone can be fully independent due to the complexity of their needs.
- 7.4 Feedback received from the Deaf community focused on the importance of access to BSL interpreting services and this has been reflected in the system of care and support section which has been updated.
- 7.5 Feedback from our community partners has indicated that our strategy needs to more broadly apply to the whole community sector, so the narrative has been changed to reflect that.
- 7.6 Feedback indicated that the transitions work from children to adult services needed to be more clearly referenced, that has been added to the system of care and support.

Appendix 1  
Healthwatch Torbay Adult Social Care – Strategy Consultation Feedback Report.